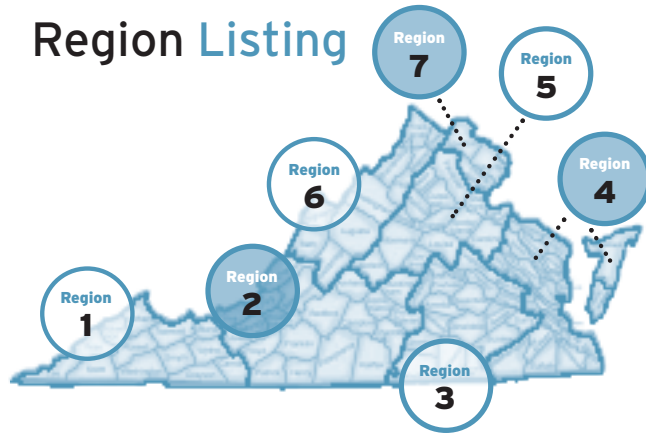


Region Listing



Region 1
(Norton) Bland, Bristol, Buchanan, Carroll, Dickenson, Galax, Grayson, Lee, Norton, Russell, Scott, Smyth, Tazewell, Washington, Wise, Wythe.

Region 2
(Bedford) Alleghany, Amherst, Appomattox, Bedford City, Bedford County, Botetourt, Campbell, Charlotte, Clifton Forge, Covington, Craig, Danville, Floyd, Franklin County, Giles, Halifax, Henry, Lynchburg, Martinsville, Montgomery, Patrick, Pittsylvania, Pulaski, Radford, Roanoke City, Roanoke County, Salem, South Boston.

Region 3
(Richmond) Amelia, Brunswick, Buckingham, Charles City, Chesterfield, Colonial Heights, Cumberland, Dinwiddie, Emporia, Goochland, Greenville, Hanover, Henrico, Hopewell, Lunenburg, Mecklenburg, New Kent, Nottoway, Petersburg, Powhatan, Prince Edward, Prince George, Richmond, Surry, Sussex.

Region 4
(Norfolk) Accomack, Chesapeake, Essex, Franklin City, Gloucester, Hampton, Isle of Wight, James City County, Kind and Queen, King William, Lancaster, Mathews, Middlesex, Newport News, Norfolk, Northampton, Northumberland, Poquoson, Portsmouth, Richmond County, Southampton, Suffolk, Virginia Beach, Westmoreland, Williamsburg, York.

Region 5
(Charlottesville) Albermarle, Caroline, Charlottesville, Culpeper, Fauquier, Fluvanna, Fredericksburg, Greene, King George, Louisa, Madison, Nelson, Orange, Rappahannock, Spotsylvania, Stafford.

Region 6
(Staunton) Augusta, Bath, Buena Vista, Clarke, Frederick, Harrisonburg, Highland, Lexington, Page, Rockbridge, Rockingham, Shenandoah, Staunton, Warren, Waynesboro, Winchester.

Region 7
(Herndon) Alexandria, Arlington, Falls Church, Fairfax City, Fairfax County, Loudoun, Manassas City, Manassas Park, Prince William.

Where's My Ride?

If your ride is more than 15 minutes late from the pick-up time, please call your local LogistiCare regional office "Where's My Ride?" line.

Region 1 (Norton) 1-866-386-8331

Region 2 (Bedford) 1-866-586-0255

Region 3 (Richmond) 1-800-742-9758

Region 4 (Norfolk) 1-866-966-3326

Region 5 (Charlottesville) 1-866-973-3310

Region 6 (Staunton) 1-866-973-3310

Region 7 (Herndon) 1-866-707-3761



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How to Access Non-Emergency Medical Transportation (NET)

for

Virginia Medicaid Recipients

Virginia Recipient Brochure

Frequently Asked Questions

Q. What are the requirements to receive non-emergency medical transportation (NET)?

A. Transportation is for Medicaid recipients who have no other means of transportation, and need to go to a physician or a health care facility. The recipient's medical condition should not be life threatening. In case of a life-threatening emergency, call 911.

Q. When should I call to make a reservation?

A. Call the LogistiCare reservation line at 1-866-386-8331 at least 48 hours (2 days) prior to the scheduled medical appointment. (Verifiable urgent trips, like hospital discharges, may be accepted with less than 48 hours notice.) Please have your Medicaid ID number available when you call.

Q. Who determines the scheduled pick-up time?

A. LogistiCare will determine the pick-up time based on how long it takes to get you to your medical appointment on time.

Q. Who or what determines the type of transportation that is provided?

A. LogistiCare will ask you about your health condition and physical limitations in determining the most appropriate type of transportation.

Q. Who can call for transportation?

A. Transportation can be arranged by you, a relative, caregiver or a medical facility staff member.

Q. How should arrangements be made for recurring appointments, such as dialysis?

A. LogistiCare refers to recurring appointments as "standing orders" or "prescheduled trips." Once LogistiCare has received a completed standing order form, the transportation will be scheduled and continue until LogistiCare is informed to cancel it.

Q. Can recipients request a specific company to transport them?

A. LogistiCare appreciates and understands the bonds that form between riders and drivers and will attempt to keep those relationships if it is possible.

Q. What if the ride is late, or there is a problem with the service?

A. If the transportation provider is more than 15 minutes late from the pick-up time, please call the local LogistiCare regional office "Where's My Ride?" line and speak with a customer service representative. Every effort will be made to resolve the issue and ensure safe, reliable transportation. (See map for your region.)

Q. What if I have a complaint about a transportation service?

A. If you have a problem or question about transportation service provided by one of LogistiCare's providers beyond a specific inquiry about a late pick-up, please contact a LogistiCare customer service representative at 1-866-386-8331.

Accessing NET Transportation

LogistiCare manages Medicaid non-emergency medical transportation (NET) for the Commonwealth of Virginia. All trips must be arranged with and confirmed by LogistiCare. There are three types of transportation services available:

1. Ambulatory (able to walk)
2. Wheelchair
3. Non-emergency ambulance/stretchers

A LogistiCare Customer Service Representative is available to discuss with you the specific details for each type of arrangement. To access trip request service, call the reservation line at:

1-866-386-8331

Remember:

- Trips must be medically necessary. Examples: doctor appointment, counseling, dialysis, dental appointment, etc.
- All reservations must be made with at least 48 hours notice prior to the scheduled medical appointment. (Verifiable urgent trips may be accepted with less than 48 hours notice.)
- Have your Medicaid ID number available when you call.